SYSTEM AND METHOD FOR REMOTE SUPERVISION AND AUTHENTICATION OF USER ACTIVITIES AT COMMUNICATION NETWORK WORKSTATIONS

ABSTRACT

The inventive system provides real-time audio-visual monitoring, supervision, and/or controlling of activities of remote users and of the users' workstations via a network by a human supervisor using a supervisor workstation for the purpose of verifiable skill testing (i.e., for standardized tests) with real time user activity monitoring, and in alternate embodiments of the present invention for: remote instruction, remote interviewing, remote system control and tuning, remote customer service and technical support. The system delivers the above functionality via one or more user workstations with multimedia and communication capabilities configured for bi-directional communication with a similarly equipped supervisor workstation over a communication. Key novel features of the inventive system include but are not limited to: recording and storing an audio/video record of one or more user sessions as authentication for monitored user activities (this enables a record of test-taking, on-line interview, etc), dynamic assignment of supervisors depending on user activity monitoring needs and supervisor availability (including suspension of system and user activity if a supervisor is not available), and identity verification of the user(s). The inventive system includes other features and embodiments such as adaptive dynamic testing and improved audio-visual signal transmission from the user workstations. Finally, novel and optimized front end interfaces are provided for utilization of the inventive system by supervisors and users.